

Qwest Final Service Disruption Report	Document: OPS-00318	
	Revision: 0.0	Status: Issued
	Revision Date: 10/25/99	Effective Date: 10/27/99

Fax To: FCC Watch Office, Washington, DC

202-632-6975 Voice

Alternate: FCC Watch Officer

202-418-2812 Fax

202-418-2813 Fax

1. Date and time of incident:

Date: 2-29-00

Local Time: 16:31 EST

2. Geographic area affected:

☒ North East

☐ South Central

☐ South East

☐ North West

☐ North Central

☐ South West

3. Estimated number of customers affected: NA see item 6 for blocked calls.

4a. Types of services affected (e.g. interexchange, local, cellular):
Originating 1+, 8XX, VNS. (Dial around was still available)

4b. 911 service affected: ☐ Yes ☒ No

5. Duration of outage: 45 minutes.

6. Estimated number of blocked calls: 250,000.

7a. Root Cause of Incident: Blown fuse caused power failure affecting front end processor.

7a. Name and type of equipment: Nortel DMS-250 Switch.

7c. Specific part of network affected:
Front End Processor.

8. Method(s) used to restore service:
Fuses replaced.

9. Steps taken to prevent recurrence of outage:
Audit of entire network for proper fuse placement.

Qwest Communications Contact Information

Person:

Kathy Holman

Telephone Number:

303-992-2310

Date/Time of report:

4-11-00 10:54 AM MST.

Best practice E 6531 Not used.

MAR-01-2000 13:39

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QWEST
Initial Service Disruption Report**FAX TO: FCC WATCH OFFICER, WASHINGTON, DC****202-632-6975 VOICE****202-418-2812 FAX****ALTERNATE FCC WATCH OFFICER****202-418-2813**

1. **Date and Time of incident:**
Date: 2/29 Time: 16:31 EST
2. **Geographic area affected: Baltimore, Maryland**
3. **Estimated number of customers affected: NA see item 5 for blocked calls**
4. **Type of services affected: Originating 1+, 8XX, VNS**
- 4b. **911 service affected - NO**
5. **Duration of Outage: 45 minutes**
6. **Estimated number of blocked calls: 250,000**
- 7a. **Root Cause of incident: Power failure affecting front end processor**
- 7b. **Name and type of equipment: Nortel DMS-250 Switch**
- 7c. **Specific part of network affected: Front End processor**
8. **Method(s) used to restore service: Fuses replaced.**
9. **Steps taken to prevent recurrence of outage: Audit of entire network for proper fuse placement**

Qwest Communications Contact**Person Brad Henning****Telephone Number: 614-798-6934**